

Enterprise Incident Report January 2012

As of 2/23/2012

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Public Service Commission	Application Services	Bart Purser	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	James Stearns	1 1	1 1
		Julie VanBeekum	2 2	2 2
		Assigned to Individual Total	3 3	3 3
	Metro A Desktop Support	Rodney Austin	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Cindy Schroeder	3 2	3 2
		Ed Conrad	5 4	5 4
		Assigned to Individual Total	8 6	8 6
	Voice Operations	Romanza Hamblin	1 1	1 1

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			Low	FCR Total
Public Service Commission	Voice Operations	Assigned to Individual Total	1 1	1 1
	Assigned Group Total		14 10	14 10
	Customer Company Total		14 10	14 10

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Public Service Commission	Application Services	Bart Purser	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	James Stearns	1 0	1 0
		Julie VanBeekum	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Desktop Support	Rodney Austin	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Cindy Schroeder	3 0	3 0
		Ed Conrad	5 0	5 0
		Assigned to Individual Total	8 0	8 0
	Voice Operations	Romanza Hamblin	1 0	1 0

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			Low	MIR Total
Public Service Commission	Voice Operations	Assigned to Individual Total	10	10
	Assigned Group Total		141	141
Customer Company Total			141	141

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Application Services	Bart Purser	1 4.02	1 4.02
		Assigned to Individual Total	1 4.02	1 4.02
	Help Desk	James Stearns	1 0.00	1 0.00
		Julie VanBeekum	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro A Desktop Support	Rodney Austin	1 0.26	1 0.26
		Assigned to Individual Total	1 0.26	1 0.26
	Metro A Help Desk	Cindy Schroeder	3 0.01	3 0.01
		Ed Conrad	5 0.12	5 0.12
		Assigned to Individual Total	8 0.08	8 0.08
	Voice Operations	Romanza Hamblin	1 0.14	1 0.14

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			Low	ATTIR Total
Public Service Commission	Voice Operations	Assigned to Individual Total	1 0.14	1 0.14
	Assigned Group Total		14 0.36	14 0.36
Customer Company Total			14 0.36	14 0.36

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Public Service Commission	Application Services	Bart Purser	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	James Stearns	1 0	1 0
		Julie VanBeekum	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Desktop Support	Rodney Austin	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Cindy Schroeder	3 0	3 0
		Ed Conrad	5 0	5 0
		Assigned to Individual Total	8 0	8 0
	Voice Operations	Romanza Hamblin	1 0	1 0

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			Low	MR Total
Public Service Commission	Voice Operations	Assigned to Individual Total	10	10
	Assigned Group Total		140	140
Customer Company Total			140	140

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Application Services	Bart Purser	1 5.07	1 5.07
		Assigned to Individual Total	1 5.07	1 5.07
	Help Desk	James Stearns	1 0.00	1 0.00
		Julie VanBeekum	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro A Desktop Support	Rodney Austin	1 1.01	1 1.01
		Assigned to Individual Total	1 1.01	1 1.01
	Metro A Help Desk	Cindy Schroeder	3 0.45	3 0.45
		Ed Conrad	5 0.23	5 0.23
		Assigned to Individual Total	8 0.31	8 0.31
	Voice Operations	Romanza Hamblin	1 0.37	1 0.37

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			Low	ATTR Total
Public Service Commission	Voice Operations	Assigned to Individual Total	1 0.37	1 0.37
	Assigned Group Total		14 0.64	14 0.64
Customer Company Total			14 0.64	14 0.64

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Detail

INC000000439227	Gary Widerburg	Telecom	Voice Mail	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin	Public Service Commission	Low Closed	TTR Missed: No	0.37
INC000000440249	Paula Rose	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.25
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low Closed	TTR Missed: No	0.42
INC000000442148	Melissa Paschal	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low Closed	TTR Missed: No	0.00
INC000000443729	Sheri Bintz	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low Closed	TTR Missed: No	0.21
INC000000444501	Gary Widerburg	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Public Service Commission	Low Closed	TTR Missed: No	0.00
INC000000446430	Gary Widerburg	Application	Reporting	Novell GroupWise	TIR Missed: Yes	4.02
	Application Services	Bart Purser	Public Service Commission	Low Closed	TTR Missed: No	5.07
INC000000447219	Brad Blackner	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Public Service Commission	Low Closed	TTR Missed: No	0.00
INC000000447638	Sheri Bintz	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low Closed	TTR Missed: No	0.00
INC000000447975	Sheri Bintz	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Public Service Commission	Low Closed	TTR Missed: No	0.65
INC000000448483	Trixie Behr	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low Closed	TTR Missed: No	0.00
INC000000448827	Josh Kerkmann	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.03
	Metro A Help Desk	Cindy Schroeder	Public Service Commission	Low Closed	TTR Missed: No	0.71
INC000000450400	Josh Kerkmann	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.33
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low Closed	TTR Missed: No	0.50
INC000000450780	Melissa Paschal	PC/Laptop	Error	None	TIR Missed: No	0.26
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low Closed	TTR Missed: No	1.01
INC000000452841	Trixie Behr	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low Closed	TTR Missed: No	0.00